

USPS Report on PRC Rate and Service Inquiries for March 2017

The Postal Regulatory Commission referred 42 inquiries to the Postal Service in March 2017. Customers received responses on average within 11 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 30 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 10– i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 2 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Missing Mail App on USPS.com

The **Missing Mail** application is now available on USPS.com to assist customers in the event that mail is not delivered as expected or is ‘missing’--such as ‘undeliverable as addressed’ or ‘loose-in-the-mail’ items. This new application allows customers the option to submit a ‘search request’ for their missing item online via their USPS.com account and provides convenient online access 24 hours a day/7 days a week. Click on the HELP tab to select the Find Missing Mail form.

Customers may enter details and upload photos of their missing item to assist the MRC in identifying it. Periodic updates on the status of the search and a final resolution of the request will also be provided. Customers may check the status of their search online on the ‘History’ page in the app.

2017 National Postal Forum

- May 21-24, 2017
- Baltimore, MD

NPF welcomes Jeanne Bliss

Improving the customer experience should be a goal of every business, large and small.

One of the leading authorities on the subject, Jeanne Bliss, founder and president of Customer Bliss and the co-founder of the Customer Experience Professional Association, will be guest speaker at this year’s NPF.

Join us as Bliss talks about customer-centric leadership. She has written several bestsellers, including *Chief Customer Officer*, *Chief Customer Officer 2.0*, and *I Love My Dog More Than You*. She is a popular motivational speaker and has addressed many Fortune 500 company conferences. It’s an event you don’t want to miss.

To register or get more information on “Make Informed Connections,” the theme of this year’s event, please visit: www.npf.org.